

4th Estate Business Process

Overview and Support



Huntsville, AL

November 8-10, 2011

ASM Business Process Review

Quota Management

Quota Shortages

Scheduling

Travel Management

Team Support and Help Desk

Questions / comments

4th Estate Quota Management

- DODDACM QM Overview and Statistics
- Quota Management Tips
- Reservations – Statistics and Analysis
- New discussion topics:
 - CON Curriculum changes
 - Onsite Request Process
 - Priority 3/4 Report
- Quota Shortages
- Scheduling
 - FY13 schedule build process
 - Suggested CAP for FY13
- Integrating Travel Management
- Questions / comments

Quota Management

Overview

The DODDACM QM provides support for Acquisition Workforce employees, as well as Supervisors and Quota Managers, of the 4th Estate.

The DODDACM QM is available between the hours of 9am and 5pm. All requests for assistance will be addressed within 24 hours.

Telephone: 703-225-1628

Email: DODDACMQuotas@asmr.com

STATISTICS: In FY11, the DODDACM QM fielded:

5,525 emails and

153 phone calls

COMMUNICATION

Stay in contact with your Acquisition Workforce employees. Encourage them to continue to make their reservations before the 60 day window of the class.

MULTIPLE WAITS

Employees can and should make multiple waits when they can not obtain a reservation. All waits should be in cost effective locations for training.

FILL ONSITE CLASSES FIRST

Quotas are assigned to onsite classes and must be used. If you have onsite classes, fill those classes first, and be sure to fill them prior to class Roll Dates so quotas are not lost. Once onsite classes are filled, then make reservations in resident classes.

ENCOURAGE WALK-INS

Students can walk into a local class if they can't get a reservation in a course. A "walk in" can help a student fulfill their training needs and fill an otherwise vacant seat. DAU funds will not be utilized for walk ins regardless of time spent training. Agencies must be prepared to pay for local transportation/travel costs.

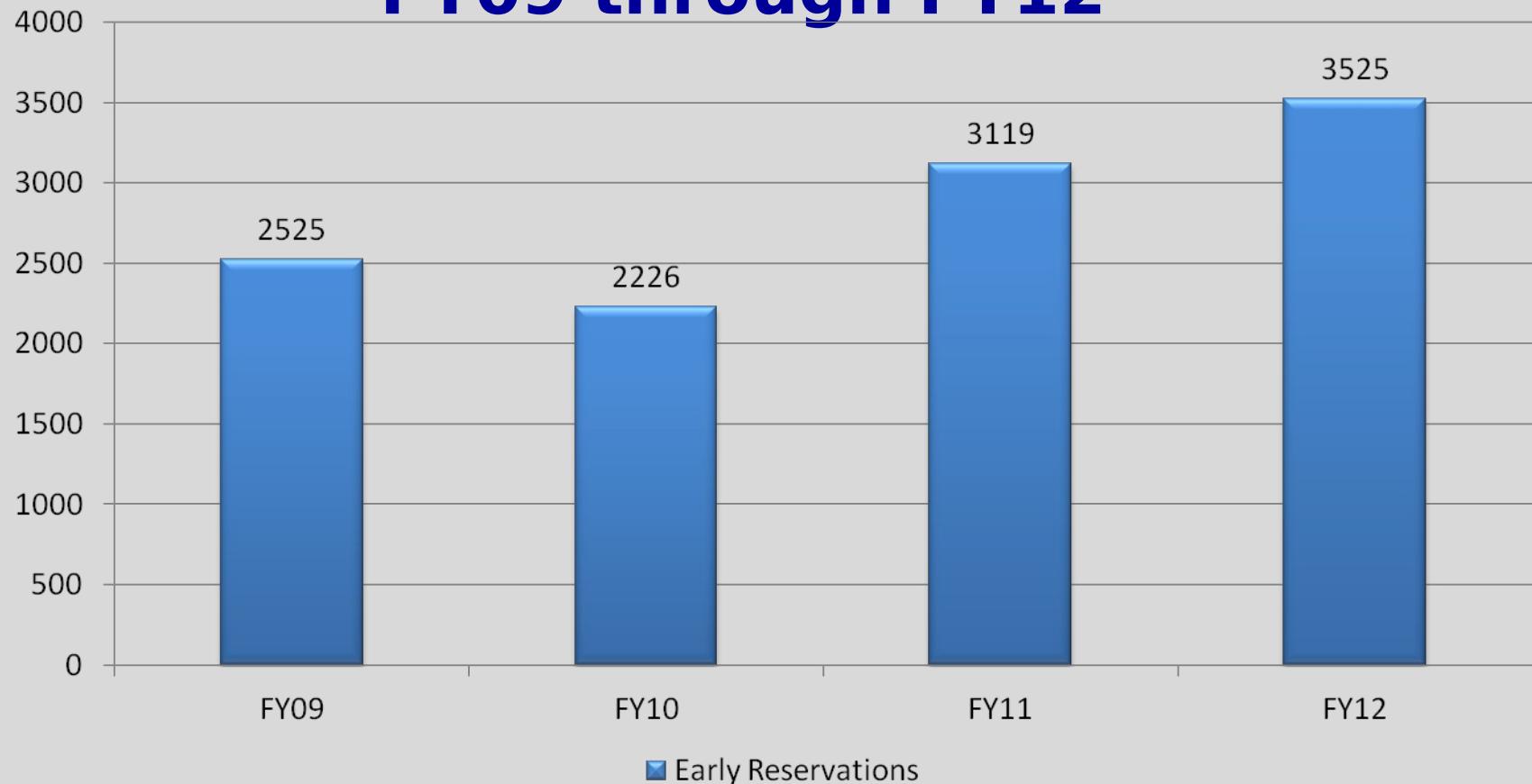
LOW FILL CLASSES

It is important to fill low fill classes first. The DODDACM QM will send a Low Fill report every Thursday by 5pm. Please review this report Friday morning and process any possible applications to fill these classes. If you have questions, please contact the DODDACM QM immediately.

Early Reservations - Statistics

Early Reservations (May - July)

FY09 through FY12



Early Reservations - Analysis

FY12 Early Classroom

The number of ~~Reservations~~ in May, June and July for FY12 classroom classes is **3,525**.

Benefits of Early Reservations:

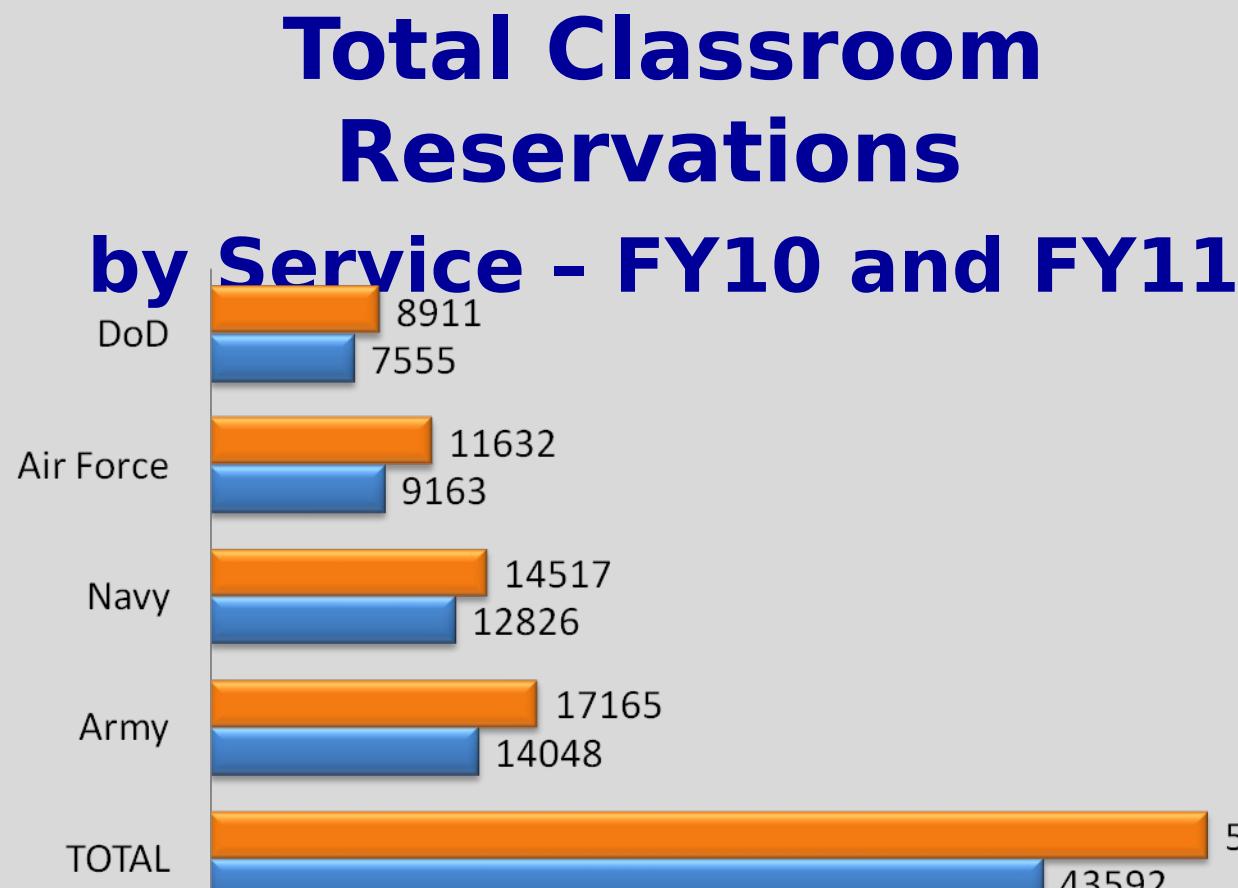
SAVES TRAVEL FUNDS

Students can choose more local classes that have NO associated travel costs, or classes with lower travel costs.

FLEXIBILITY / CONVENIENCE

Students have more classes to choose from which allows them to better meet their training needs at convenient times throughout the FY.

Total Classroom Reservations



■ FY2011 ■ FY2010

New Discussion Topics

Contracting Curriculum Changes

Level I:

- CON 115 will combine CON 110, 111, 112, and 120
- New additions include: CLC 058 and CON 170

Level II:

- CON 214 is now CON 200 (continues as DL)
- CON 217 is now CLC 056
- CON 215 is now CON 280
- CON 218 is now CON 290
- New additions include: CON 270, CLC 057, CLC 051, and HBS 428

Level III:

- CON 353 is now CON 360
- New additions include: CON 232, 235, 244, 250, 334; ACQ 265 and 370

New Discussion Topics

Onsite Request Process

Onsite requests are very risky if there is no proof of students to fill the class.

In FY11, the 4th Estate lost 139 quotas due to seats not being filled in onsite classes.

The Onsite request process will change starting in FY13. As part of the request, the QM will need to show evidence of a 80% fill rate before the request will go to DAU.

ASMR will provide a template for this request.

Course	Quotas Lost
ACQ201B	38
BCF205	5
CON090	3
CON120	8
CON215	28
CON217	13
CON218	3
CON241	11

Priority 3/4 Reporting and Actions

Due to the limited quotas, it became clear that the 4th Estate needed to create a spot check monthly analysis of students' priority in high demand courses.

The DODDACM QM will provide a monthly report to agency QMs. The report will list the course, class, and number of priority 3/4s that currently hold a reservation. The DODDACM QM is sending this report to notify you that students in your agency are currently a priority 3/4 and will be moved out of that class. At this time, the QM does have the ability to re-code the student if for some reason the coding was incorrect and the student should be a P1/2.

New Discussion Topics

Priority 3/4 Reporting and Actions

After the agency QM verifies the P3/4 student is coded correctly, the DODDACM QM will notify the QMs with a P1 student in a wait that they will receive a reservation in the class.

This will process will only take place for the 4th Estate's Top 10 Courses and any courses over the year that are close to meeting the CAP limit.

As always, our goal is to train the right students at the right price!

Quota Shortages

BCF

Course	CAP Value
BCF 107	9
BCF 203	CAP Met
BCF 204	18
BCF 205	24
BCF 206	16
BCF 209	48
BCF 211	23
BCF	22

BCF courses are in high demand this year not only in the 4th Estate but across all services.

A snapshot of the current CAP values for BCF courses can be found to the left of this page.

The DODDACM QM is actively pursuing a CAP increase in the BCF courses. DAU is also looking to expand the course offerings and possibly the class sizes to accommodate for some of the demand.

Quota Managers will be notified if there are any CAP increases in any BCF

Quota Shortages

CO

There are **N** 31 distinct waits for CON 170 for this fiscal year. DAU is looking into creating a Proctored Exam for students to “test out” of CON 170. The exam parameters will include:

- 1 Attempt to Pass (80% required)
- 79% or < Student will be Required to Take Classroom Course
- 100 Questions; 3 Hours to Complete

The new Contracting courses will roll out on the following dates:

- October 17, 2011: CON 170
- October 24, 2011: CON 200
- November 28, 2011: CON 115 and CON 270
- January 23, 2011: CON 290
- February 6, 2011: CON 280

Course	CAP Value
CON 090	24
CON 170	CAP Met
CON 232	CAP Met
CON 234	63
CON 235	CAP Met
CON 243	23
CON 244	24
CON 250	CAP Met
CON 251	CAP Met
CON	10

FY13 Schedule Build

ASMR will offer four webinars before the FY13 schedule build in December. This forum will provide a quick refresher of building a schedule and allow for any issues/concerns to be addressed by the DODDACM QM and a representative from the 4th Estate.

The tentative dates are below. We will offer open sign up to any of the

se

Week of 5 December 2011				
12/5/2011	12/6/2011	12/7/2011	12/8/2011	12/9/2011
	09:00 - 11:00 FY13 Schedule Build Webinar		09:00 - 11:00 FY13 Schedule Build Webinar	
	13:00 - 15:00 FY13 Schedule Build Webinar		13:00 - 15:00 FY13 Schedule Build Webinar	

FY13 Schedule Build (cont.)

After the DODDACM QM receives the agency's request for quotas, there will be an opportunity for the agency QM to speak with the DODDACM QM. This will allow for any issues/concerns to be addressed with the DODDACM QM before finalizing the request to DAU. Possible issues/concerns: Re-coding of employees, new demand for courses, etc.

Scheduling

FY13 Suggest CAP

FY11 Suggested CAP vs. Actual CAP			
Agency	Suggested CAP	Total	Remaining Quotas
BTA	156	128	28
DAU	160	220	-60
DCAA	7	5	2
DECA	71	71	0
DISA	796	482	314
DFAS	21	19	2
DIA	201	121	80
DLA	1266	1637	-371
DOD EA	77	25	52
DODIG	32	40	-8
DTRA	250	217	33
MDA	516	1226	-710
NGA	344	383	-39
NSA	442	519	-77
DCMA	2718	4003	-1285
WHS	72	110	-38
ODA	56	123	-67
Totals	7185	9329	-2144

In the past, suggested CAP was just that; only suggested limits.

There will be several factors that go into the build of the suggested CAP in FY13; however, this CAP will be more realistic and will be enforced. These factors include:

- Agency Demand
- Agency size
- Past performance
- DAU Demand Management Tool
- Special Considerations

Scheduling

FY13 Suggest CAP

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Totals	7185	9329	-2144

Based on the new build process, the idea of suggested CAP will now be called “CAP Allocations for FY13” and will be enforced. Much like travel funding, if more CAP is needed, there will be a request process.

If additional CAP becomes available, this will be allocated to the requesting agency. If more CAP is received than requested, it will be a first come, first serve approach to distribution.

COMMUNICATION

Overall Goals

Communicate your overall goals for the year with your Travel Manager. Make sure those goals are inline with the travel goals for the year.

~Ex: Are we sending only P1 and P2 to training? Are we reviewing student's coding before approving applications?

Cause and Effect

The quota manager's job directly effects the travel manager's job. The more reservations made, the more travel is needed. Ensure the travel rate for your agency is maintained through approving at least 60% local travel.

COMMUNICATION

Walk In Their Shoes

Understand the travel manager's job. Part of being a successful quota manager is understanding the work that happens after the application is approved.

Double Hats

Many individuals are the both the Quota and Travel Manager. Make sure you are talking with other managers for input on good tips and possible new methods for time saving and accuracy.

4th Estate Travel Management

- Travel Management Overview and Statistics
- FY11 Rewind
- Travel Management Tips
- New discussion topics:
 - Developing travel budgets
 - Requesting Funds
 - Travel Policy
 - CEL / Travel Cost Build Up
- Integrating Quota Management
- Questions / comments

Travel Management Overview

4th Estate Travel Manager and Travel Support Desk

The Travel Manager and Travel Support desk provides support for Acquisition Workforce employees, as well as Supervisors and Travel Managers, of the 4th Estate.

The Travel Support desk is available between the hours of 7:30am and 4:30pm. All requests for assistance will be addressed within 24 hours.

Telephone: 703-645-0161

Email: ACQTATravel@asmr.com

Statistics: In FY11, the Travel Desk fielded:
6,110 emails and

622 phone calls

IN FY11, THE 4TH ESTATE:

- Processed 3,697 travel orders.
- Spent \$7,952,111 on student travel.
- Traveled at a 40% rate. This means for every 10 reservations made, 4 students required DAU travel funds.
- Traveled 2,443 Non-CEL students for a non-CEL travel rate of 66%.
- Traveled the most students in January, June, and August.
- Spent the most funds in August, \$1,010,279, and traveled the most students with 465 orders.

Easy Tips for Travel Orders

Extra Travel Days

All students should travel to class one day prior to the class start date.

Update Block 16a to reflect the correct number of travel days before assigning the LOA.

Example: If the class is 10 days, Block 16a should reflect 11 days.

Easy Tips for Travel Orders

Calculating Per Diem

When calculating per diem, remember the first and last days of travel, the student will only receive 75% of the per diem rate established by GSA.

Using the previous example of 11 travel days, this student would receive 9 days of full per diem. The remaining 2 days, the student will receive 75% of the per diem and only 1 lodging day.

$9 \times 100\% \text{ MI\&E}$

$2 \times 75\% \text{ MI\&E}$

$10 \times \text{Lodging Per Diem}$

Easy Tips for Travel Orders

Block 16: Remarks

The comments in Block 16 must fit within the box without scrolling. If the scroll box appears, the comments are too long. This means that not all authorizations will show on the travel orders.

Developing Travel Budgets

DAU develops the 4th Estate Budget based on the formula below:

Travel Budget= CAP* Travel Rate (40%) * Average Cost (\$2000)

The 4th Estate will use this formula to develop a budget for each agency at the beginning of FY13.

Requesting Additional Travel Funds

If your agency needs to request funds outside of the established budget, the Travel Manager must provide justification for the request.

A list of students and the required funds are the minimum to provide justification for additional funds.

Travel Policy

The ACQTAS Travel Manager and the Travel Help Desk utilizes the 4th Estate Travel Policy, DAU Policy, and the Joint Travel Regulation (JTR).

If there is a question about policy, the Travel Help Desk will first look at the 4th Estate Policy, then the DAU policy, followed by the JTR.



New Discussion Topics

Cost Effective Locations Module

The CEL module utilizes the GSA Per Diem rate tables, City-Pair Airfares, and current Government mileage rates to calculate the cost for each travel order. This criteria is only the input parameter when determining the cost of a travel order.

There are several other factors that go into determining the estimates. These factors include:

- Number of Training days
- +1 travel day
- Transportation to training location
 - Airplane
 - POV
 - Train
- Mode of Transportation
 - Rental Car
 - Taxi
 - Bus
- BOQ or Hotel

Based on this information, there is no set rate per training location. If you have questions about the current rates or an estimate, please contact the ACQTAS Travel Help Desk.

COMMUNICATION

Approving a large number of Non-cost effective location training applications?

~Talk to the Quota Manager. Discuss what the impact is on the travel budget.

Discuss the travel budget!

~Just because the Quota Manager does not work with the budget on a day-to-day basis, does not mean their job does not affect your job as a Travel Manager. Make sure they understand the constraints.

Integrating Quota and Travel Management

COMMUNICATION

Policy and Procedures

~Discuss how certain policy may affect your day-to-day operations.

Double Hats

~Many individuals are the both the Quota and Travel Manager. Make sure you are talking with other managers for input on good tips and possible new methods for time saving and accuracy.

Team Support and Help Desk

ACQTAS Help Desk

The ACQTAS Help Desk provides support for Acquisition Workforce employees, as well as Supervisors and Travel Managers, of the 4th Estate.

The ACQTAS Help Desk supports all aspects of the system except for the travel module.

The Travel Support desk is available between the hours of 7:30am and 4:30pm. All requests for assistance will be addressed within 24 hours.

Telephone: 703-645-0161

Email: ACQTAShelp@asmr.com

Statistics: In FY11, the Travel Desk fielded:

5,690 emails and

284 phone calls

Team Support and Help Desk

NEED HELP???

ACQTAS Help

Email:

acqtashelp@asmr.co
m

Phone:

703-645-0161

Area of Support:

Registration

Certification

Continuous Learning

IDP

Dashboard

Reporting

ACQTAS Travel

Email:

acqtastravel@asmr.co
m

Phone:

703-645-0161

Area of Support:

Travel Worksheets

Travel Reports

Travel Order
Generation

DOD Quota Manger

Email:

doddacmquotas@asmr
.com

Phone:

703-225-1628

Area of Support:

Quota Allocations

DAU Schedule

Course Availability

Onsite Requests

Questions?



Comments?

Thank you

**Thank you for your support in
Acquisition Workforce
training!**

**If there is anything that the 4th Estate DACM
Office can do to assist you, please let me
know!**

Project Manager- Lindsey Frutiger

Lindsey.frutiger@asmr.com

**Project Coordinator- Tenley Truxell-
Svenson**

Tenley.truxell.svenson@asmr.com